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00-37

USWEST

Kenneth T. Cartmell
Executive Director - Federal Regulatory

April 17, 2000

Mr. Dale Hatfield
Chief, Office of Engineering and Technology
Federal Communications Commission
445 12th Street, SW, Room 7-C155
Washington, DC 20554

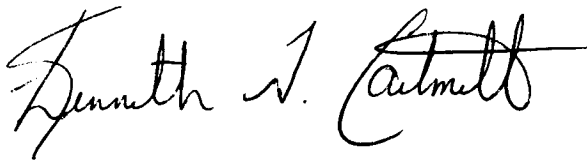
RE: CFR 46, Section 63.100
Final Service Disruption Report, Des Moines, IA
DESMIANWCG0

Dear Mr. Hatfield:

On March 16, 2000, U S WEST Communications (USWC) experienced a Service outage in Des Moines, Iowa. In accordance with the reporting rules, enclosed is USWC's Final Service Disruption Report for this outage.

Please contact me if you have questions concerning this report.

Sincerely,



Attachments

cc: Mr. Robert Kimball
Mr. Stagg Newman

Final Service Disruption Report

Reporting Company: U S WEST

Location of Disruption: Des Moines, IA DESMIANWCG0

1. Date and Time of Incident:

March 16, 2000 at 0257 CST.

2. Geographic Area Affected:

The Des Moines, Iowa Northwest Central Office (CO) and surrounding communities were affected.

3. Estimated Number of Customers Affected:

Approximately 38,300 U S WEST customers were affected by the outage.

4A. Types of Services Affected:

InterLATA, IntraLATA, toll, 911, and Operator services were affected.

4B. 911 Service Affected:

The Northwest CO lost dial tone and the capability to reroute. The local Public Service Answering Point (PSAP) did not have local dial tone but was able to receive calls from other COs.

5. Duration of Outage:

Service was restored at 0410 CST, for a total duration of 1 hour 12 minutes.

6. Estimated Number of Blocked Calls:

There were approximately 1,800 blocked calls.

7A. Root Cause of the Incident:

- The root cause of the incident was vendor error.

A vendor was working in the CO to move existing power load to a new power plant. During removal of a power cable, the cable touched the support bar for the switch cabinet. This caused an electrical arc and power surge. The power surge caused the switch to fail. A CO technician was paged and dispatched to the CO where they analyzed the situation and initiated action to restore the switch.

7B. Name and Type of Equipment:

Lucent Technologies 1AESS

7C. Specific Part of Network Affected:

Central Office call processing.

8. Method(s) Used to Restore Service:

The Common Controller was restarted, which allowed the switch to self-restore.

9. Steps Taken to Prevent Recurrence of Outage:

The following steps have been or will be taken to prevent recurrence of the outage:

There was a Method of Procedure (MOP) for this work which identified proper procedures and protective measures.

The vendor was not using adequate protection (rubber blankets and/or canvas) to protect the work area.

♦ U S WEST has discussed these issues with the vendor to prevent future problems.

10A. Applicable Best Practice(s):

U S WEST reviewed Network Reliability: A Report to the Nation, June 1993 and evaluated all recommendations and best practices by focus area. Based on the root cause analysis, the most appropriate focus areas are:

Section C – Software and Switching System Reliability

Reference 5.1.3 – A Method of Procedure should be prepared for all hardware and generic software growth and change activities.

Reference 5.1.3.2 – Identify the root cause of outages due to procedural errors.

10B. Best Practice(s) Used:

Section C – Software and Switching System Reliability

Reference 5.1.3 – A Method of Procedure should be prepared for all hardware and generic software growth and change activities.

Reference 5.1.3.2 – Identify the root cause of outages due to procedural errors.

10C. Analysis of Effectiveness of Best Practice(s):

Section C – Software and Switching System Reliability

Reference 5.1.3 – A Method of Procedure should be prepared for all hardware and generic software growth and change activities.

U S WEST supports this practice and requires a detailed written MOP for growth and change activities. In this instance, there was a detailed MOP, signed by the central office supervisor that was not followed by the vendor.

Reference 5.1.3.2 – Identify the root cause of outages due to procedural errors.

U S WEST supports the practice of formal cause analysis preparation to address procedures. Root Cause Analysis reports are prepared for all significant network failures.

Contact Person:

Kenneth Cartmell, Executive Director - Federal Regulatory

U S WEST

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Washington, D.C. 20036

Telephone (202) 429-3136

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FCC INITIAL REPORT

U S WEST - Large Scale Abnormal Condition Report (LSACR)
Service Disruption Report

00-037

[] 120 MINUTE REPORT [X] 3 DAY REPORT

ACR #: 1A 000316.001

Date Of Incident: 3/16/00 Time Of Incident: 02:57 (EST)

Geographic Area Directly Affected: DES MOINES IA NORTHWEST
(Cities, LATA(s), States(s))

CLLI code(s) for affected area: DESMTANWCGO

Estimated Number of Customers Affected: 38,274
[i.e. Access lines in the switch, LATA(s) or States(s)]Types of Services Affected (e.g. Local, Toll, 800, 911, FAX, etc.): TOLL, 911,
800, LOCAL

Duration of Outage (Hours & Minutes): 1 HOUR 4 MINUTES 3 SECONDS

Estimated Number of Blocked Calls: 0

Apparent Cause of Incident: POWER SURGE

Method Used to Restore Service: PHASE 4 TO RESTORE

Steps Taken to Prevent Recurrence: UNKNOWN

CONTACT PERSON: Kenneth Cartmell-Exec. Dir-Fed Regulatory Ph: 202-429-3136
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1020 19th Street NW Suite 700, Washington, D. C. 20036Tim Mason
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U S WEST
700 W. Mineral, Littleton, CO 80120

-or-

Dave Rygh
Director - Network Management Center
Ph: 303-707-5608
U S WEST
700 W. Mineral, Littleton, CO 80120

Date Reported to FCC: 3/16/00

Person Faxing Report: WALT JOHNSON

Telephone Number: 303-767-6872

Time Reported to FCC: 05:20 (EST)
(Include AM/PM, Time Zone)

Time Confirmed with FCC:

FCC Contact Name:

PRI FAX: Monitoring Watch Officer (202) 418-2812-Confirm at (202) 632-6975

Secondary FAX: Monitoring Watch Officer (301) 725-2521 - Confirm at (301) 725-2228
(To be used only at the direction of the Primary Fax Monitoring Watch Officer)

Also FAX to: U S WEST Federal Relations Office at (202) 296-5157

Also FAX to: Karen Eccli/Curtis Evans/Jane Quigley (303) 707-2229

Also FAX to: Glenda Weibel (206) 345-2129

Also FAX to: Bev Sharpe (303) 694-1774